



Stakeholders together adapting ideas to readjust  
local systems to promote inclusive education

# CHANGE MANAGEMENT TOOLKIT

## Tool No. 6.

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## Tool #6. Change readiness assessment

### Target group (who can use it)

Change leaders and managers, stakeholders, and professionals/practitioners

### Short description

Having the change leaders and the work team a Project plan drawn, the next step should be applying the “Change Readiness Assessment”. This tool will allow change leaders and managers to assess the readiness of each team(s) member and/or stakeholder(s) for the envisaged change. This assessment will be useful to design and manage the next step “Behaviour Change”.

### Detailed description of the tool and required material, attachments

Change Readiness Assessment Template comprises a set of questions distributed in five categories: awareness, desire, knowledge, ability, and reinforcement. The answer to the questions under those categories will provide useful information for leaders of change to plan and manage the behaviour of people involved in implementing the change at stake. The information gathered with that survey will provide a concrete picture where everybody involved stand on and start from. It will also provide insights to understand and manage personal transitions later (see Tool 8 for more details and deeper understanding).

Thus, the questions of the template below should be used to produce a Google Forms/SurveyMonkey to be applied to people involved/get involved in the foreseen change through Internet. Respondents should be encouraged to respond as carefully and truly as possible to validate the information thus collected. The answers to the questionnaire can be treated through descriptive statistics and/or even carry out some correlational analyses, for example between awareness, knowledge, and ability; or between desire, knowledge, and ability; or between desire and reinforcement; or others that are considered useful for planning and managing change.

### Users' guide, equipment

Equipment	Quantity
Change Readiness Assessment Template	1
Google Forms/SurveyMonkey	1
Statistics analysis software as SPSS	1

### Level of difficulty (easy, medium, advanced)

Easy to apply, medium to analyse

### Tags

Preparing Behavioural Change

### Change Readiness Assessment Template

☐ Team: \_\_\_\_\_ ☐ Stakeholder: \_\_\_\_\_

Questions to Assess Change Readiness	Yes	Partial	No
(Awareness) Does your team or does your stakeholder understand...			
1. the problems inherent in the current situation?			
2. the opportunities that are being missed if the change doesn't happen?			

3. what is trying to be achieved?			
4. how things will be better?			
5. how the change will impact their area of work?			
6. what their role will be in the future state?			
<b>(Desire) Does your team or does your stakeholder...</b>			
1. know that management is aligned with the change efforts?			
2. feel their concerns, questions, and needs are being heard?			
3. feel hopeful about the future?			
4. see value in the change?			
5. believe a well thought out strategy is being put in place to achieve the change?			
<b>(Knowledge) Does your team or does your stakeholder... (skills, informational, training)</b>			
1. have the necessary information, knowledge and skills to successfully fulfil their role?			
2. know where to go for additional information about the change?			
3. know what campus resources are available to support the personal side of change?			
4. know what success looks like?			
5. have a plan to achieve success?			
6. know which behaviours will need to change?			
<b>(Ability) Does your team or does your stakeholder... infrastructure (systems, tools)</b>			
1. believe that the organisation has provided appropriate resources (time, staff, information, etc.) to support the anticipated change?			
2. have the necessary systems, processes, and policies in place?			
3. have the ability to execute the new behaviours required for the change?			
4. know how to perform the required tasks?			
<b>(Reinforcement) Does your team or does your stakeholder...</b>			
1. view management as a resource for removing/overcoming barriers?			
2. have mechanisms in place to reinforce the required behaviours?			
3. have metrics in place to assess the ongoing effectiveness of the change?			
<b>Total</b>			

*Adapted from Berkeley University of California, Change Management Toolkit*